

peHP HealthTrends

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PHARMACY



Renewing With Express Scripts

The pharmacy benefit manager (PBM) for PEHP is Express Scripts. We use them to process pharmacy claims, provide mail order prescriptions, administer the network, and other pharmacy related services. The contract for these services goes through the request for proposal (RFP) process every three years; it concluded in May 2014. After reviewing several vendors for these services, we're pleased to announce that Express Scripts will continue to be our PBM. Express Scripts offered the best overall price for brand name, generic, and specialty drugs.

Competition between the vendors

See *PBM* on back page

PEHP WELLNESS

Wellness Councils Emphasize Change

On June 18, Wellness Council representatives from PEHP employer groups attended PEHP Healthy Utah's annual Wellness Council Conference in Salt Lake City. The theme of the conference was "Be



See *BE THE CHANGE* on back page

ENHANCING MEMBERS' EXPERIENCES

Take Full Advantage of PEHP's Online Tools

We've been working hard to give you the information you need to find good providers, know your health numbers, avoid pitfalls, save money, and get personal-level help.

Enhanced Provider Lookup. With our enhanced lookup, you can see quality reviews and read patient comments. If you haven't read some comments yet, you really should. We have a lot of them, and they provide great insight. Best of all, every comment is legitimate because they can only be submitted by actual patients.

Health Snapshot. The first step to good health is "knowing your numbers" for things like cholesterol, blood sugar, blood pressure, and body mass index (BMI). Knowing your numbers can help you avoid the kind of surprise that nearly took my dad's life. Starting in July, you can use our Health Snapshot to get your numbers from your last Healthy Utah Testing Session or check up with your doctor. You'll find other helpful information there too.

Avoiding Pitfalls. There is nothing more upsetting to us than when someone gets hit with a coverage surprise. Unfortunately, it can happen because we aren't there, for example, when a doctor recommends a particular procedure without getting preauthorization or orders a test

from an out-of-network lab. We have made a concerted effort to put as much information as we can about potential pitfalls on our website. Please avoid surprises by arming yourself with good information.



**FROM PEHP
DIRECTOR
R. CHET LOFTIS**

Saving Money. If you're not using our cost tools, you're likely paying more than you would otherwise. Healthcare costs a lot and anytime you can reduce costs it helps you and everyone else you work with. People are using the cost tools for all kinds of things. One couple saved

\$200 for a birth. That may not seem like much to some, but it's real money to a young family. You can see other "Stories of Shared Savings" from our online video at pehp.org.

Message Center. We now have a way to communicate directly with you when we have a message specifically for you. We send you an email letting you know you have a message on our website and then all you have to do is log in. This is a big deal. For example, we can tell you when a provider is no longer in-network or remind you to add your new child to your health plan.

At PEHP, we are committed to helping you in every way we can. Please take a minute to set up an online account and check out our online tools. You'll be glad you did.

Know. Plan. Act. . . . For Better Health

Know. Plan. Act. is PEHP's new wellness initiative to help members take control of their health – first by understanding personal biometric values and overall health status.

Know. Biometric values include: cholesterol, blood glucose, blood pressure,

and body mass index (BMI). Log in to your myPEHP account at www.pehp.org to access our new Health Snapshot that displays your most currently available biometric values. The numbers come from your most recent Healthy Utah testing session or doctor's

screening. Based on the numbers, you'll learn your health risks and recommended guidelines.

Plan. Once you know your numbers, use them to improve your overall health. Go to the American Heart Association's website and complete the "My Life Check" assessment,

which leads you through a process of creating a health improvement plan based on your numbers.

Act. PEHP is here to help along the way. Go to www.pehp.org to access information on wellness programs, resources, and incentives to help you achieve your health goals.

BE THE CHANGE

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the Change," the message centered around overcoming challenges to create work environments that support healthy behaviors.

Keynote speaker Emily Hoffman, M.D., with Vital Smarts, explained that environment greatly influences behavior, and that a person can alter his or her environment to allow for positive behavior changes. Lt. Governor Cox spoke in support of Wellness Councils' efforts and, together with Chet Loftis, announced the launch of the Governor's Choose Health Challenge for State Agencies, which



UDOH Highland's Lanette Sorensen, left, and Liz McElreath with their first-place Work Well Challenge certificate. (Courtesy of PEHP Wellness)

will take place July 1 – September 1.

At the end of the day, winners of the annual [Work Well Challenge](#) were announced. The Challenge engages Wellness Councils from across the state in a friendly competition to

PEHP Healthy Utah provides support to over 66 active Wellness Councils. To learn more about starting your own Wellness Council, contact us at 801-366-7300 or 1-855-366-7300.

adopt the Governor's Work Well recommendations, and motivates them to improve worksites' environment, policies, and programs under each category.

Lanette Sorensen, representing the Utah Dept. of Health/Highland Bldg. Wellness Council, was presented with the first-place prize of \$2,000 from PEHP Healthy Utah.

—Lynda Blades, PEHP Wellness Director

PBM: Express Scripts

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was fierce and it resulted in much deeper discounts than we had before. These new rates will take effect later this year. The process also produced enhancements to our ability to collect rebates in a more transparent arrangement. The combination of improvements in these areas will help us keep pharmacy costs low in the coming years.

While Express Scripts performs claims processing, network management, and select rebate contracting, many functions related to pharmacy services are performed locally by PEHP. Important pieces that we continue to customize include managing the formulary and negotiating for rebates. We will continue to have the ability to use a custom formulary. In addition, we're able to negotiate rebates when it's in our best

interest. We know the best rate is usually with Express Scripts. However, we have flexibility in the contract to negotiate with a manufacturer when it will benefit us.

We asked all participating vendors to provide proposals offering a 90-day supply at a retail pharmacy, to address the most common complaint from members about the pharmacy benefit. The ability to get a 90-day supply at a retail pharmacy, and convenience, were priorities in the RFP.

We're pleased to announce that on January 1, 2015, members can choose to obtain a 90-day supply of maintenance medication from either the Express Scripts mail order pharmacy or their local network pharmacy. This change, combined with a broad pharmacy network, better supports members in understanding, "It's Your Money." Members using PEHP cost tools can identify and use the mail or retail network pharmacy offering the lowest price for a 30-day or 90-day supply.

CUSTOMER SERVICE

For the current quarter the PEHP Customer Service Department has maintained an average wait time of less than 1 minute, despite experiencing over an 11% increase in average daily calls in May and June 2014.

